IBM ServicePacs offer warranty and maintenance upgrades for IBM Storage

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At a glance

IBM® Storage ServicePac® portfolio is updated.

Overview

IBM ServicePac products offer a range of hardware maintenance or maintenance upgrade coverage in an electronic format. ServicePac is available through the same IBM Business Partners who sell the related IBM hardware. With these ServicePacs, you get an upgrade solution at the same time you purchase the IBM machine. The number of unique ServicePacs is kept to a minimum and each part number supports a range of machine types. To select the correct ServicePac for a particular machine type, a selection guide is available with a complete list of machine types for cross-reference. Alternatively, additional ServicePac information and prices can be found at

https://www.developer.ibm.com/cod/spst/servicepac/extProductSelectorWWW.do

ServicePacs can be ordered by part number through SAP in the same way other IBM products are ordered. The simple registration process ensures fast and efficient coverage. To be eligible for service, a ServicePac must be purchased within 30 days of the purchase of the machine type to which it applies. A ServicePac must be registered within 15 days of purchase by completing the ServicePac online registration at

http://www.ibm.com/servicepac

Planned availability date

January 12, 2010

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Description

Latest update:

IBM Storage ServicePac portfolio update

Storage ServicePac - Warranty and Maintenance Upgrades

ServicePac part number	ID	Base warranty	ServicePac Description	Eligible Machine type Model
14R1493	SD14	SOF 3YR ICE NBD	3YR IOR 5x9 NBD	3580 H23 L23
14R1495	SD15	SOF 3YR ICE NBD	3YR IOR 7x24x4hr	3580 H23 L23
14R1489	SD16	SAP 3YR IOR NBD	3YR IOR 5x9x4hr	1722 60J 60K 60L 60X 6LJ 6LX
14R1491	SD17	SAP 3YR IOR NBD	3YR IOR 7x24x4hr	1722 60J 60K 60L 60X 6LJ 6LX
14R1497	SD18	SAP 3YR IOR NBD	3YR IOR 5x9x4hr	1710 10J 10X
14R1499	SD19	SAP 3YR IOR NBD	3YR IOR 7x24x4hr	1710 10J 10X
29R5343	SD20	SOF 3YR COE NBD	3YR IOR 5x9 NBD	3582 L23
29R5344	SD21	SOF 3YR COE NBD	3YR IOR 7x24x4hr	3582 L23
29R5418	SD30	SAP 3YR IOE NBD	3YR IOE 5x9 NBD	3581 F3H L3H
29R5419	SD31	SAP 3YR IOE NBD	3YR IOE 5x9x4hr	3581 F3H L3H
29R5420	SD32	SAP 3YR IOE NBD	3YR IOE 7x24x4hr	3581 F3H L3H
39K3025	SD48	SOF 4YR IOL NBD	4YR IOR 5x9x4hr	1750 511
39K3026	SD49	SOF 4YR IOL NBD	4YR IOR 7x24x4hr	1750 511
39K3029	SD50	SOF 4YR IOL NBD	4YR IOR 5x9x4hr	1750 EX1
39K3030	SD51	SOF 4YR IOL NBD	4YR IOR 7x24x4hr	1750 EX1
40M6798	SD59	SAP 3YR ICE NBD	3YR IOR 5x9x4hr	3580 L3H
40M6799	SD60	SAP 3YR ICE NBD	3YR IOR 7x24x4hr	3580 L3H
40M6847	SD61	SAP 3YR IOR NBD	3YR IOR 5x9x4hr	1740 1RX 71J
40M6848	SD62	SAP 3YR IOR NBD	3YR IOR 7x24x4hr	1740 1RX 71J
41E8669	SD67	SAP 3YR IOR NBD	3YR IOR 5x9x4hr	1815 82H 80H
41E8670	SD68	SAP 3YR IOR NBD	3YR IOR 7x24x4hr	1815 82H 80H
41E8671	SD69	SAP 3YR IOR NBD	3YR IOR 5x9x4hr	1815 84H
41E8672	SD70	SAP 3YE IOR NBD	3YR IOR 7x24x4hr	1815 84H
41E8677	SD71	SAP 1YR ICE NBD	3YR IOR 5x9x4hr	2005 32B
41E8678	SD72	SAP 1YR ICE NBD	3YR IOR 7x24x4hr	2005 32B
41W9131	SD209	SOF 3YR IOR NBD	3YR IOR 5x9x4hr	1815 88A
41W9132	SD210	SOF 3YR IOR NBD	3YR IOR 7x24x4hr	1815 88A
41W9133	SD211	SAP 3YR IOR NBD	3YR IOR 5x9x4hr	1815 88H
41W9134	SD212	SAP 3YR IOR NBD	3YR IOR 7x24x4hr	1815 88H
41W9783	SD213	SOF 1YR ICE NBD	3YR IOR 5x9x4hr	2026 416
41W9784	SD214	SOF 1YR ICE NBD	3YR IOR 7x24x4hr	2026 416
41W9785	SD215	SOF 1YR ICE NBD	3YR IOR 5x9x4hr	2026 432
41W9786	SD216	SOF 1YR COE NBD	3YR IOR 7x24x4hr	2026 432
41W9787	SD217	SOF 1YR ICE NBD	3YR IOR 5x9x4hr	2005 B16
41W9788	SD218	SOF 1YR ICE NBD	3YR IOR 7x24x4hr	2005 B16
10N3031	SD219	SAP 1YR ICE NBD	3YR IOR 5x9x4hr	2026 16E
10N3032	SD220	SAP 1YR ICE NBD	3YR IOR 7x24x4hr	2026 16E
10N3033	SD221	SAP 1YR IOR NBD	3YR IOR 5x9x4hr	2026 32E
10N3034	SD222	SAP 1YR IOR NBD	3YR IOR 7x24x4hr	2026 32E
10N3035	SD223	SAP 1YR ICE NBD	3YR IOR 5x9x4hr	2005 16B
10N3036	SD224	SAP 1YR ICE NBD	3YR IOR 7x24x4hr	2005 16B
42V1248	SD249	SOF 3YR IOL NBD	3YR IOR 5x9x4hr	1812 81A 81S
				1814 52A 92H
42V1249	SD250	SOF 3YR IOL NBD	3YR IOR 7x24x4hr	1812 81A 81S
				1814 52A 92H
42V1250	SD251	SAP 3YR IOL NBD	3YR IOR 5x9x4hr	1812 81H
42V1251	SD252	SAP 3YR IOL NBD	3YR IOR 7x24x4hr	1812 81H
42V1868	SD256	SOF 3YR ICE NBD	3YR IOR 5x9x4hr	3573 L4U L34 S34 4UL
42V1869	SD257	SOF 3YR ICE NBD	3YR IOR 7x24x4hr	3573 L4U L34 S34 4UL
42V1870	SD258	SAP 3YR ICE NBD	3YR IOR 5x9x4hr	3573 F3H F4H L3H L4H S4H S44 E44
42V1871	SD259	SAP 3YR IOE NBD	3YR IOR 7x24x4hr	3573 F3H F4H L3H L4H S4H S44 E44
42V1872	SD260	SOF 3YR ICE NBD	3YR IOR 5x9x4hr	3573 L32 S32 L2U 2UL
42V1873	SD261	SOF 3YR ICE NBD	3YR IOR 7x24x4hr	3573 L32 S32 L2U 2UL
42V1874	SD262	SAP 3YR ICE NBD	3YR IOR 5x9x4hr	3573 E42 F3S F4S L3S L4S S4S S42
42V1875	SD263	SAP 3YR ICE NBD	3YR IOR 7x24x4hr	3573 E42 F3S F4S L3S L4S S4S S42
42V1876	SD264	SOF 1YR ICE NBD	3YR IOR 5x9x4hr	2005 B64
42V1877	SD265	SOF 1YR ICE NBD	3YR IOR 7x24x4hr	2005 B64

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42V1878	SD266	SAP 1YR IOR NBD	3YR IOR 5x9x4hr	2005	64B
42V1879	SD267	SAP 1YR IOR NBD	3YR IOR 7x24x4hr	2005	64B
42V1880	SD268	SOF 1YR ICE NBD	3YR IOR 5x9x4hr	2005	R18
12X6600	SD269	SOF 1YR ICE NBD	3YR IOR 7x24x4hr	2005	R18
12X6601	SD270	SAP 1YR IOR NBD	3YR IOR 5x9x4hr	2005	18R
12X6602	SD271	SAP 1YR IOR NBD	3YR IOR 7x24x4hr	2005	18R
12X6616	SD272	SOF 3YR IOL NBD	3YR IOR 5x9x4hr	1814	70A 70S
12X6617	SD273	SOF 3YR IOL NBD	3YR IOR 7x24x4hr	1814	70A 70S
12X6618	SD274	SOF 3YR IOL NBD	3YR IOR 5x9x4hr	1814	20A 72A 72S 94H 98H
12X6619	SD275	SOF 3YR IOL NBD	3YR IOR 7x24x4hr	1814	20A 72A 72S 94H 98H
12X6620	SD276	SAP 3YR IOL NBD	3YR IOR 5x9x4hr	1814	70H
12X6621	SD277	SAP 3YR IOL NBD	3YR IOR 7x24x4hr	1814	70H
12X6622	SD278	SAP 3YR IOL NBD	3YR IOR 5x9x4hr	1814	72H
12X6623	SD279	SAP 3YR IOL NBD	3YR IOR 7x24x4hr	1814	72H
12X6710	SD280	SOF 1YR IOL 7x24 SD	3YR IOR 7x24x4hr	7204	All models
12X6711	SD281	SOF 1YR IOL 7x24 SD	3YR IOR 7x24x4hr	7205	All models
12X6712	SD282	SOF 1YR IOL 7x24 SD	3YR IOR 7x24x4hr	7206	All models
12X6713	SD283	SOF 1YR IOL 7x24 SD	3YR IOR 7x24x4hr	7207	All models
12X6714	SD284	SOF 1YR IOL 7x24 SD	3YR IOR 7x24x4hr	7210	All models
12X6715	SD285	SOF 1YR IOL 7x24 SD	3YR IOR 7x24x4hr	7212	All models
43X3552	SD338	SAP 3YR IOL NBD	3YR IOR 5x9x4hr	1814	7VH
43X3553	SD339	SAP 3YR IOL NBD	3YR IOR 7x24x4hr	1814	7VH
43X3560	SD346	SAP 3YR IOL NBD	3YR IOR 5x9x4hr	1812	8VH
43X3561	SD347	SAP 3YR IOL NBD	3YR IOR 7x24x4hr	1812	8VH
44J7780	SD358	SAP 3YR ICE NBD	3YR IOR 5x9x4hr	3580	L3E S3E
44J7781	SD359	SAP 3YR ICE NBD	3YR IOR 7x24x4hr	3580	L3E S3E
44J8535	SD360	SOF 3YR IOR NBD	3YR IOR 5x9x4hr	1710	10U
44J8536	SD361	SOF 3YR IOR NBD	3YR IOR 7x24x4hr	1710	10U
44J8537	SD362	SOF 3YR IOR NBD	3YR IOR 5x9x4hr	1722	6LU 60U
44J8538	SD363	SOF 3YR IOR NBD	3YR IOR 7x24x4hr	1722	6LU 60U
44J8542	SD367	SOF 3YR IOR NBD	3YR IOR 5x9x4hr	1740	1RU 710
44J8543	SD368	SOF 3YR IOR NBD	3YR IOR 7x24x4hr	1740	1RU 710
44J8544	SD369	SOF 3YR IOL NBD	3YR IOR 5x9x4hr	1812	81T
44J8545	SD370	SOF 3YR IOL NBD	3YR IOR 7x24x4hr	1812	81T
44J8546	SD371	SOF 3YR IOL NBD	3YR IOR 5x9x4hr	1814	70T
44J8546	SD372	SOF 3YR IOL NBD	3YR IOR 7x24x4hr	1814	70T
44J8546	SD373	SOF 3YR IOL NBD	3YR IOR 5x9x4hr	1814	72T
44J8547	SD374	SOF 3YR IOL NBD	3YR IOR 7x24x4hr	1814	72T
44J8550	SD375	SOF 3YR IOR NBD	3YR IOR 5x9x4hr	1815	82A 80A
44J8551	SD376	SOF 3YR IOR NBD	3YR IOR 7x24x4hr	1815	82A 80A
44J8552	SD377	SOF 3YR IOR NBD	3YR IOR 5x9x4hr	1815	84A
44J8553	SD378	SOF 3YR IOR NBD	3YR IOR 7x24x4hr	1815	84A
44J8554	SD379	SOF 1YR ICE NBD	3YR IOR 5x9x4hr	2005	B32
44J8555	SD380	SOF 1YR ICE NBD	3YR IOR 7x24x4hr	2005	B32
44J8562	SD387	SOF 3YR ICE NBD	3YR IOR 5x9x4hr	3580	L33
44J8563	SD388	SOF 3YR ICE NBD	3YR IOR 7x24x4hr	3580	L33
44J8564	SD389	SOF 3YR COE NBD	3YR IOR 5x9x4hr	3580	H3L
44J8565	SD390	SOF 3YR COE NBD	3YR IOR 7x24x4hr	3580	H3L
44J8566	SD391	SOF 3YR IOE NBD	3YR IOE 5x9 NBD	3581	F28 F38 H23 H23 L23 L28 L38
44J8567	SD392	SOF 3YR IOE NBD	3YR IOE 5x9x4hr	3581	F28 F38 H23 L23 L28 L38
44J8568	SD393	SOF 3YR IOE NBD	3YR IOE 7x24x4hr	3581	F28 F38 H23 L23 L28 L38
44T5892	SD476	SAP 3YR IOL NBD	3YR IOR 5x9x4hr	3580	L4X S4X
44T5893	SD477	SAP 3YR IOL NBD	3YR IOR 7x24x4hr	3580	L4X S4X
44T5894	SD478	SOF 3YR IOL NBD	3YR IOR 5x9x4hr	3580	L43 S43 S4E
44T5895	SD479	SOF 3YR IOL NBD	3YR IOR 7x24x4hr	3580	L43 S43 S4E
44T5896	SD480	SAP 1YR IOL NBD	3YR IOR 5x9xSD	2005	5KB
44T5897	SD481	SAP 1YR IOL NBD	3YR IOR 7x24xSD	2005	5KB
44T5898	SD482	SOF 1YR IOL NBD	3YR IOR 5x9xSD	2005	BK5
44T5899	SD483	SOF 1YR IOL NBD	3YR IOR 7x24xSD	2005	BK5
44J8019	SD502	SAP 3YR IOR NBD	3YR IOR 5x9x4hr	1726	All models
44J8020	SD503	SAP 3YR IOR NBD	3YR IOR 7x24x4hr	1726	All models
44J8021	SD504	SAP 3YR IOR NBD	4YR IOR 5x9x4hr	1726	All models
44J8022	SD505	SAP 3YR IOR NBD	4YR IOR 7x24x4hr	1726	All models
44J8023	SD506	SAP 3YR IOR NBD	5YR IOR 5x9x4hr	1726	All models
44J8024	SD507	SAP 3YR IOR NBD	5YR IOR 7x24x4hr	1726	All models
43X3844	SD508	SAP 3YR IOR NBD	3YR IOR 5x9x4hr	1727	All models
43X3845	SD509	SAP 3YR IOR NBD	3YR IOR 7x24x4hr	1727	All models
43X3846	SD510	SAP 3YR IOR NBD	4YR IOR 5x9x4hr	1727	All models
43X3847	SD511	SAP 3YR IOR NBD	4YR IOR 7x24x4hr	1727	All models
43X3848	SD512	SAP 3YR IOR NBD	5YR IOR 5x9x4hr	1727	All models
43X3849	SD513	SAP 3YR IOR NBD	5YR IOR 7x24x4hr	1727	All models
51J8757	SD635	SOF 1YR IOL NBD	3YR IOR 5x9 SD	2005	R04
51J8758	SD636	SOF 1YR IOL NBD	3YR IOR 7x24x4hr	2005	R04
51J8759	SD637	SOF 1YR IOL NBD	3YR IOR 5x9 SD	2417	C24

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51J8760	SD638	SOF 1YR IOL NBD	3YR IOR 7x24x4hr	2417	C24	
51J8761	SD639	SAP 1YR IOL NBD	3YR IOR 5x9 SD	2417	24C	
51J8762	SD640	SAP 1YR IOL NBD	3YR IOR 7x24x4hr	2417	24C	
51J8763	SD641	SOF 1YR IOL NBD	3YR IOR 5x9 SD	2498	24E	B24
51J8764	SD642	SOF 1YR IOL NBD	3YR IOR 7x24x4hr	2498	24E	B24
51J8765	SD643	SOF 1YR IOL NBD	3YR IOR 5x9 SD	2498	40E	B40
51J8766	SD644	SOF 1YR IOL NBD	3YR IOR 7x24x4hr	2498	40E	B40
51J8917	SD645	SOF 3YR IOL NBD	3YR IOR 5x9 SD	2859	A10	
51J8918	SD646	SOF 3YR IOL NBD	3YR IOR 7x24x4hr	2859	A10	
51J8919	SD647	SOF 3YR IOL NBD	3YR IOR 5x9 SD	2859	A20	
51J8920	SD648	SOF 3YR IOL NBD	3YR IOR 7x24x4hr	2859	A20	
51J8921	SD649	SOF 3YR IOL NBD	3YR IOR 5x9 SD	2861	OO1	
51J8922	SD650	SOF 3YR IOL NBD	3YR IOR 7x24x4hr	2861	OO1	
51J8923	SD651	SOF 3YR IOL NBD	3YR IOR 5x9 SD	2862	A10	
				2858	A12	
51J8924	SD652	SOF 3YR IOL NBD	3YR IOR 7x24x4hr	2862	A10	
51J8925	SD653	SOF 3YR IOL NBD	3YR IOR 5x9 SD	2862	A20	
51J8926	SD654	SOF 3YR IOL NBD	3YR IOR 7x24x4hr	2862	A20	
51J8927	SD655	SOF 3YR IOL NBD	3YR IOR 5x9 SD	2863	OO4	
51J8928	SD656	SOF 3YR IOL NBD	3YR IOR 7x24x4hr	2863	OO4	
51J8929	SD657	SOF 3YR IOL NBD	3YR IOR 5x9 SD	2863	A10	
51J8930	SD658	SOF 3YR IOL NBD	3YR IOR 7x24x4hr	2863	A10	
51J8931	SD659	SOF 3YR IOL NBD	3YR IOR 5x9 SD	2863	A20	
51J8932	SD660	SOF 3YR IOL NBD	3YR IOR 7x24x4hr	2863	A20	
51J8933	SD661	SOF 3YR IOL NBD	3YR IOR 5x9 SD	2864	A10	G10
51J8934	SD662	SOF 3YR IOL NBD	3YR IOR 7x24x4hr	2864	A10	G10
51J8935	SD663	SOF 3YR IOL NBD	3YR IOR 5x9 SD	2864	A20	G20
51J8936	SD664	SOF 3YR IOL NBD	3YR IOR 7x24x4hr	2864	A20	G20
51J8937	SD665	SOF 3YR IOL NBD	3YR IOR 5x9 SD	2865	A10	G10
51J8938	SD666	SOF 3YR IOL NBD	3YR IOR 7x24x4hr	2865	A10	G10
51J8939	SD667	SOF 3YR IOL NBD	3YR IOR 5x9 SD	2865	A20	G20
51J8940	SD668	SOF 3YR IOL NBD	3YR IOR 7x24x4hr	2865	A20	G20
51J8941	SD669	SOF 3YR IOL NBD	3YR IOR 5x9 SD	2866	A10	G10
51J8942	SD670	SOF 3YR IOL NBD	3YR IOR 7x24x4hr	2866	A10	G10
51J8943	SD671	SOF 3YR IOL NBD	3YR IOR 5x9 SD	2866	A20	G20
51J8944	SD672	SOF 3YR IOL NBD	3YR IOR 7x24x4hr	2866	A20	G20
51J8945	SD672	SOF 3YR IOL NBD	3YR IOR 5x9 SD	2866	A11	G11
51J8946	SD674	SOF 3YR IOL NBD	3YR IOR 7x24x4hr	2866	A11	G11
51J8947	SD675	SOF 3YR IOL NBD	3YR IOR 5x9 SD	2866	A21	G21
51J8948	SD676	SOF 3YR IOL NBD	3YR IOR 7x24x4hr	2866	A21	G21
51J8949	SD677	SOF 3YR IOL NBD	3YR IOR 5x9 SD	2867	A10	G10
51J8814	SD678	SOF 3YR IOL NBD	3YR IOR 7x24x4hr	2867	A10	G10
51J8815	SD679	SOF 3YR IOL NBD	3YR IOR 5x9 SD	2867	A20	G20
51J8816	SD680	SOF 3YR IOL NBD	3YR IOR 7x24x4hr	2867	A20	G20
51J8817	SD681	SOF 3YR IOL NBD	3YR IOR 5x9 SD	2867	A11	G11
				2858	A22	
51J8817	SD682	SOF 3YR IOL NBD	3YR IOR 7x24x4hr	2867	A11	G11
51J8819	SD683	SOF 3YR IOL NBD	3YR IOR 5x9 SD	2867	A21	G21
51J8820	SD684	SOF 3YR IOL NBD	3YR IOR 7x24x4hr	2867	A21	G21
51J8821	SD685	SOF 3YR IOL NBD	3YR IOR 5x9 SD	2868	A10	G10
51J8822	SD686	SOF 3YR IOL NBD	3YR IOR 7x24x4hr	2868	A10	G10
51J8823	SD687	SOF 3YR IOL NBD	3YR IOR 5x9 SD	2868	A20	G20
51J8960	SD688	SOF 3YR IOL NBD	3YR IOR 7x24x4hr	2868	A20	G20
51J8961	SD689	SOF 3YR IOL NBD	3YR IOR 5x9 SD	2869	A10	G10
51J8962	SD690	SOF 3YR IOL NBD	3YR IOR 7x24x4hr	2869	A10	G10
51J8963	SD691	SOF 3YR IOL NBD	3YR IOR 5x9 SD	2869	A20	G20
51J8964	SD692	SOF 3YR IOL NBD	3YR IOR 7x24x4hr	2869	A20	G20
56Y5994	SD817	SAP 1YR IOL NBD	3YR IOR 5x9xSD	3572	S3E	S4E S3H S4H S3R S4R
56Y5995	SD818	SAP 1YR IOL NBD	3YR IOR 7x24x4hr	3572	S3E	S4E S3H S4H S3R S4R
65Y0625	SD820	SOF 3YR IOL NBD	3YR IOR 5x9 SD	2858	A10	
65Y0626	SD821	SOF 3YR IOL NBD	3YR IOR 5x9 SD	2858	A20	
65Y0627	SD822	SOF 3YR IOL NBD	3YR IOR 7x24x4hr	2858	A10	
65Y0628	SD823	SOF 3YR IOL NBD	3YR IOR 7x24x4hr	2858	A20	
65Y0629	SD824	SOF 3YR IOL NBD	3YR IOR 5x9 SD	2858	A11	
65Y0630	SD825	SOF 3YR IOL NBD	3YR IOR 5x9 SD	2858	A21	
65Y0631	SD826	SOF 3YR IOL NBD	3YR IOR 7x24x4hr	2858	A11	
65Y0632	SD827	SOF 3YR IOL NBD	3YR IOR 7x24x4hr	2858	A21	
68Y4924	SD828	SOF 3YR IOL NBD	3YR IOR 7x24x4hr	2858	A12	
68Y4925	SD829	SOF 3YR IOL NBD	3YR IOR 7x24x4hr	2858	A22	
71Y2366	SD834	SOF 1YR IOR 7x24x4	3YR IOR 7x24x4hr	1818	51A	G1A
71Y2369	SD835	SOF 1YR IOR 7x24x4	3YR IOR 7x24x4hr	1818	53A	
71Y2432	SD841	SAP 1YR IOR 9x5x4	3YR IOR 7x24x4hr	4002	AC5	AX2 C5A
		1YR IOL NBD		4273	48E	E48
71Y2438	SD845	SAP 1YR IOR 9x5x4	3YR IOR 7x24x4hr	4002	AC2	AC4 AG4 C4A G4A

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71Y2437	SD846	SAP 1YR IOR 9x5x4	3YR IOR 7x24x4hr	4002 AG5 BC2 BC4 C4B G5A
71Y2792	SD867	SAP 1YR IOL NBD	3YR IOR 7x4x4hr	3758 B32 4002 BC5 C5B

The following two ServicePacs are available in the following countries only:

- Austria
- Bulgaria
- Croatia
- Czech Republic
- Denmark
- Finland
- Germany
- Hungary
- Ireland
- Norway
- Poland
- Romania
- Russia
- Slovakia
- Slovenia
- Switzerland
- Sweden
- South Africa
- United Kingdom

ServicePac part number	ID	Base warranty	ServicePac Description	Eligible Machine type Model
51J8741	SD625	SOF 1YR IOL NBD	2YR IOL 5x9 NBD	2005 B16
51J8742	SD626	SAP 1YR IOL NBD	2YR IOL 5x9 NBD	2005 16B

Storage ServicePac - Post Warranty Maintenance Upgrades

ServicePac part number	ID	Base warranty	ServicePac Description	Eligible Machine type Model
41E9338	SD74	SAP 3YR IOR NBD	1YR IOR 5x9 NBD	1710 10X 10J 1722 60J 60K 60L 60X 6LJ 6LX
41E9339	SD75	SAP 3YR IOR NBD	1YR IOR 5x9x4hr	1710 10X 10J 1722 60J 60K 60L 60X 6LJ 6LX
41E9340	SD76	SAP 3YR IOR NBD	1YR IOR 7x24x4hr	1710 10X 10J 1722 60J 60K 60L 60X 6LJ 6LX
41E9341	SD77	SAP 3YR IOR NBD	2YR IOR 5x9 NBD	1710 10X 10J 1722 60J 60K 60L 60X 6LJ 6LX
41E9342	SD78	SAP 3YR IOR NBD	2YR IOR 5x9x4hr	1710 10X 10J 1722 60J 60K 60L 60X 6LJ 6LX
41E9343	SD79	SAP 3YR IOR NBD	2YR IOR 7x24x4hr	1710 10X 10J 1722 60J 60K 60L 60X 6LJ 6LX
41E9344	SD80	SOF 3YR IOR NBD	1YR IOR 5x9 NBD	1710 10U 1722 60U 6LU
41E9345	SD81	SOF 3YR IOR NBD	1YR IOR 5x9x4hr	1710 10U 1722 60U 6LU
41E9346	SD82	SOF 3YR IOR NBD	1YR IOR 7x24x4hr	1710 10U 1722 60U 6LU
41E9347	SD83	SOF 3YR IOR NBD	2YR IOR 5x9 NBD	1710 10U 1722 60U 6LU
41E9348	SD84	SOF 3YR IOR NBD	2YR IOR 5x9x4hr	1710 10U

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					1722	60U 6LU
41E9349	SD85	SOF 3YR IOR NBD	2YR IOR 7x24x4hr		1710	10U
					1722	60U 6LU
41E9350	SD86	SAP 3YR IOR NBD	1YR IOR 5x9 NBD		1724	1XP 10U 1SC
41E9351	SD87	SAP 3YR IOR NBD	1YR IOR 5x9x4hr		1724	1XP 10U 1SC
41E9352	SD88	SAP 3YR IOR NBD	1YR IOR 7x24x4hr		1724	1XP 10U 1SC
41E9353	SD89	SAP 3YR IOR NBD	2YR IOR 5x9 NBD		1724	1XP 10U 1SC
41E9354	SD90	SAP 3YR IOR NBD	2YR IOR 5x9x4hr		1724	1XP 10U 1SC
41E9355	SD91	SAP 3YR IOR NBD	2YR IOR 7x24x4hr		1724	1XP 10U 1SC
41E9356	SD92	SOF 3YR IOR NBD	1YR IOR 5x9 NBD		1740	1RU 710
					1742	90U
41E9357	SD93	SOF 3YR IOR NBD	1YR IOR 5x9x4hr		1740	1RU 710
					1742	90U
41E9358	SD94	SOF 3YR IOR NBD	1YR IOR 7x24x4hr		1740	1RU 710
					1742	90U
41E9359	SD95	SOF 3YR IOR NBD	2YR IOR 5x9 NBD		1740	1RU 710
					1742	90U
41E9360	SD96	SOF 3YR IOR NBD	2YR IOR 5x9x4hr		1740	1RU 710
					1742	90U
41E9469	SD97	SOF 3YR IOR NBD	2YR IOR 7x24x4hr		1740	1RU 710
					1742	90U
41E9361	SD98	SAP 3YR IOR NBD	1YR IOR 5x9 NBD		1740	1RX 71J
					1742	1RX 90X
41E9362	SD99	SAP 3YR IOR NBD	1YR IOR 5x9x4hr		1740	1RX 71J
					1742	1RX 90X
41E9363	SD100	SAP 3YR IOR NBD	1YR IOR 7x24x4hr		1740	1RX 71J
					1742	1RX 90X
41E9364	SD101	SAP 3YR IOR NBD	2YR IOR 5x9 NBD		1740	1RX 71J
					1742	90X
41E9365	SD102	SAP 3YR IOR NBD	2YR IOR 5x9x4hr		1740	1RX 71J
					1742	90X
41E9366	SD103	SAP 3YR IOR NBD	2YR IOR 7x24x4hr		1740	1RX 71J
					1742	90X
41E9367	SD104	SOF 3YR IOR NBD	1YR IOR 5x9 NBD		1750	511
41E9368	SD105	SOF 3YR IOR NBD	1YR IOR 5x9x4hr		1750	511
41E9369	SD106	SOF 3YR IOR NBD	1YR IOR 7x24x4hr		1750	511
41E9370	SD107	SOF 3YR IOR NBD	2YR IOR 5x9 NBD		1750	511
41E9371	SD108	SOF 3YR IOR NBD	2YR IOR 5x9x4hr		1750	511
41E9372	SD109	SOF 3YR IOR NBD	2YR IOR 7x24x4hr		1750	511
41E9373	SD110	SOF 3YR IOR NBD	1YR IOR 5x9 NBD		1750	EX1
41E9374	SD111	SOF 3YR IOR NBD	1YR IOR 5x9x4hr		1750	EX1
41E9375	SD112	SOF 3YR IOR NBD	1YR IOR 7x24x4hr		1750	EX1
41E9376	SD113	SOF 3YR IOR NBD	2YR IOR 5x9 NBD		1750	EX1
41E9377	SD114	SOF 3YR IOR NBD	2YR IOR 5x9x4hr		1750	EX1
41E9378	SD115	SOF 3YR IOR NBD	2YR IOR 7x24x4hr		1750	EX1
41E9380	SD117	SOF 3YR IOR NBD	1YR IOR 5x9x4hr		1815	82A 80A
41E9381	SD118	SOF 3YR IOR NBD	1YR IOR 7x24x4hr		1815	82A 80A
41E9383	SD120	SOF 3YR IOR NBD	2YR IOR 5x9x4hr		1815	82A 80A
41E9384	SD121	SOF 3YR IOR NBD	2YR IOR 7x24x4hr		1815	82A 80A
41E9386	SD123	SAP 3YR IOR NBD	1YR IOR 5x9x4hr		1815	82H 80H
41E9387	SD124	SAP 3YR IOR NBD	1YR IOR 7x24x4hr		1815	82H 80H
41E9389	SD126	SAP 3YR IOR NBD	2YR IOR 5x9x4hr		1815	82H 80H
41E9390	SD127	SAP 3YR IOR NBD	2YR IOR 7x24x4hr		1815	82H 80H
41E9392	SD129	SOF 3YR IOR NBD	1YR IOR 5x9x4hr		1815	84A
41E9393	SD130	SOF 3YR IOR NBD	1YR IOR 7x24x4hr		1815	84A
41E9395	SD132	SOF 3YR IOR NBD	2YR IOR 5x9x4hr		1815	84A
41E9396	SD133	SOF 3YR IOR NBD	2YR IOR 7x24x4hr		1815	84A
41E9398	SD135	SAP 3YR IOR NBD	1YR IOR 5x9x4hr		1815	84H
41E9399	SD136	SAP 3YR IOR NBD	1YR IOR 7x24x4hr		1815	84H
41E9401	SD138	SAP 3YR IOR NBD	2YR IOR 5x9x4hr		1815	84H
41E9402	SD139	SAP 3YR IOR NBD	2YR IOR 7x24x4hr		1815	84H
41E9403	SD140	SOF 3YR IOR NBD	1YR IOR 5x9 NBD		2005	B32 B5K
41E9404	SD141	SOF 3YR IOR NBD	1YR IOR 5x9x4hr		2005	B32 B5K
41E9405	SD142	SOF 3YR IOR NBD	1YR IOR 7x24x4hr		2005	B32 B5K
41E9406	SD143	SOF 3YR IOR NBD	2YR IOR 5x9 NBD		2005	B32 B5K
41E9407	SD144	SOF 3YR IOR NBD	2YR IOR 5x9x4hr		2005	B32 B5K
41E9408	SD145	SOF 3YR IOR NBD	2YR IOR 7x24x4hr		2005	B32 B5K
41E9409	SD146	SAP 3YR IOR NBD	1YR IOR 5x9 NBD		2005	32B 5KB
41E9410	SD147	SAP 3YR IOR NBD	1YR IOR 5x9x4hr		2005	32B 5KB
41E9411	SD148	SAP 3YR IOR NBD	1YR IOR 7x24x4hr		2005	32B 5KB
41E9412	SD149	SAP 3YR IOR NBD	2YR IOR 5x9 NBD		2005	32B 5KB
41E9413	SD150	SAP 3YR IOR NBD	2YR IOR 5x9x4hr		2005	32B 5KB
41E9414	SD151	SAP 3YR IOR NBD	2YR IOR 7x24x4hr		2005	32B 5KB
41E9415	SD152	SOF 3YR IOR NBD	1YR IOR 5x9 NBD		2005	H08

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41E9416	SD153	SOF 3YR IOR NBD		1YR IOR 5x9x4hr	2005	H08	
41E9417	SD154	SOF 3YR IOR NBD		1YR IOR 7x24x4hr	2005	H08	
41E9418	SD155	SOF 3YR IOR NBD		2YR IOR 5x9 NBD	2005	H08	
41E9419	SD156	SOF 3YR IOR NBD		2YR IOR 5x9x4hr	2005	H08	
41E9420	SD157	SOF 3YR IOR NBD		2YR IOR 7x24x4hr	2005	H08	
41E9421	SD158	SOF 3YR IOR NBD		1YR IOR 5x9 NBD	2005	H16	
41E9422	SD159	SOF 3YR IOR NBD		1YR IOR 5x9x4hr	2005	H16	
41E9423	SD160	SOF 3YR IOR NBD		1YR IOR 7x24x4hr	2005	H16	
41E9424	SD161	SOF 3YR IOR NBD		2YR IOR 5x9 NBD	2005	H16	
41E9425	SD162	SOF 3YR IOR NBD		2YR IOR 5x9x4hr	2005	H16	
41E9426	SD163	SOF 3YR IOR NBD		2YR IOR 7x24x4hr	2005	H16	
41E9427	SD164	SAP 3YR IOR NBD		1YR IOR 5x9 NBD	2006	L10	
41E9428	SD165	SAP 3YR IOR NBD		1YR IOR 5x9x4hr	2006	L10	
41E9429	SD166	SAP 3YR IOR NBD		1YR IOR 7x24x4hr	2006	L10	
41E9430	SD167	SAP 3YR IOR NBD		2YR IOR 5x9 NBD	2006	L10	
41E9431	SD168	SAP 3YR IOR NBD		2YR IOR 5x9x4hr	2006	L10	
41E9432	SD169	SAP 3YR IOR NBD		2YR IOR 7x24x4hr	2006	L10	
41E9439	SD176	SAP 3YR IOR NBD		1YR IOR 5x9 NBD	2026	16E	
41E9440	SD177	SAP 3YR IOR NBD		1YR IOR 5x9x4hr	2026	16E	
41E9441	SD178	SAP 3YR IOR NBD		1YR IOR 7x24x4hr	2026	16E	
41E9442	SD179	SAP 3YR IOR NBD		2YR IOR 5x9 NBD	2026	16E	
41E9443	SD180	SAP 3YR IOR NBD		2YR IOR 5x9x4hr	2026	16E	
41E9444	SD181	SAP 3YR IOR NBD		2YR IOR 7x24x4hr	2026	16E	
41E9445	SD182	SOF 3YR IOR 7x24	SD	1YR IOR 5x9 NBD	2109	F32	
41E9446	SD183	SOF 3YR IOR 7x24	SD	1YR IOR 5x9x4hr	2109	F32	
41E9447	SD184	SOF 3YR IOR 7x24	SD	1YR IOR 7x24x4hr	2109	F32	
41E9451	SD188	SAP 3YR IOR NBD		1YR IOR 5x9 NBD	3552	1RX	
					3560	1RX	
41E9452	SD189	SAP 3YR IOR NBD		1YR IOR 5x9x4hr	3552	1RX	
					3560	1RX	
41E9453	SD190	SAP 3YR IOR NBD		1YR IOR 7x24x4hr	3552	1RX	
					3560	1RX	
41E9454	SD191	SAP 3YR IOR NBD		2YR IOR 5x9 NBD	3552	1RX	
					3560	1RX	
41E9455	SD192	SAP 3YR IOR NBD		2YR IOR 5x9x4hr	3552	1RX	
					3560	1RX	
41E9456	SD193	SAP 3YR IOR NBD		2YR IOR 7x24x4hr	3560	1RX	
41E9457	SD194	SAP 3YR IOR NBD		1YR IOR 5x9 NBD	3580	L3H	H3L L3E
41E9458	SD195	SAP 3YR IOR NBD		1YR IOR 5x9x4hr	3580	L3H	H3L L3E
41E9459	SD196	SAP 3YR IOR NBD		1YR IOR 7x24x4hr	3580	L3H	H3L L3E
41E9460	SD197	SAP 3YR IOR NBD		2YR IOR 5x9 NBD	3580	L3H	H3L L3E
41E9461	SD198	SAP 3YR IOR NBD		2YR IOR 5x9x4hr	3580	L3H	H3L L3E
41E9462	SD199	SAP 3YR IOR NBD		2YR IOR 7x24x4hr	3580	L3H	H3L L3E
41E9463	SD200	SAP 3YR IOR NBD		1YR IOR 5x9 NBD	3581	F3H	L3H
41E9464	SD201	SAP 3YR IOR NBD		1YR IOR 5x9x4hr	3581	F3H	L3H
41E9465	SD202	SAP 3YR IOR NBD		1YR IOR 7x24x4hr	3581	F3H	L3H
41E9466	SD203	SAP 3YR IOR NBD		2YR IOR 5x9 NBD	3581	F3H	L3H
41E9467	SD204	SAP 3YR IOR NBD		2YR IOR 5x9x4hr	3581	F3H	L3H
41E9468	SD205	SAP 3YR IOR NBD		2YR IOR 7x24x4hr	3581	F3H	L3H
41E9470	SD206	SOF 3YR IOR 7x24	SD	1YR IOR 5x9 NBD	2109	F16	
41E9471	SD207	SOF 3YR IOR 7x24	SD	1YR IOR 5x9x4hr	2109	F16	
41E9472	SD208	SOF 3YR IOR 7x24	SD	1YR IOR 7x24x4hr	2109	F16	
10N3372	SD226	SAP 3YR IOR NBD		1YR IOR 5x9x4hr	1815	88H	
10N3373	SD227	SAP 3YR IOR NBD		1YR IOR 7x24x4hr	1815	88H	
10N3376	SD230	SOF 3YR IOR NBD		1YR IOR 7x24x4hr	1815	88A	
10N3978	SD232	SOF 3YR IOR NBD		2YR IOR 5x9x4hr	1815	88A	
10N3979	SD233	SOF 3YR IOR NBD		2YR IOR 7x24x4hr	1815	88A	
10N3975	SD235	SAP 3YR IOR NBD		2YR IOR 5x9x4hr	1815	88H	
10N3976	SD236	SAP 3YR IOR NBD		2YR IOR 7x24x4hr	1815	88H	
13P0955	SD237	SAP 3YR IOR NBD		1YR IOR 5x9 NBD	2005	16B	
13P0956	SD238	SAP 3YR IOR NBD		1YR IOR 5x9x4hr	2005	16B	
13P0957	SD239	SAP 3YR IOR NBD		1YR IOR 7x24x4hr	2005	16B	
13P0958	SD240	SAP 3YR IOR NBD		2YR IOR 5x9 NBD	2005	16B	
13P0959	SD241	SAP 3YR IOR NBD		2YR IOR 5x9x4hr	2005	16B	
13P0960	SD242	SAP 3YR IOR NBD		2YR IOR 7x24x4hr	2005	16B	
13P0961	SD243	SOF 3YR IOR NBD		1YR IOR 5x9 NBD	2005	B16	
13P0962	SD244	SOF 3YR IOR NBD		1YR IOR 5x9x4hr	2005	B16	
13P0963	SD245	SOF 3YR IOR NBD		1YR IOR 7x24x4hr	2005	B16	
13P0964	SD246	SOF 3YR IOR NBD		2YR IOR 5x9 NBD	2005	B16	
13P0965	SD247	SOF 3YR IOR NBD		2YR IOR 5x9x4hr	2005	B16	
13P0966	SD248	SOF 3YR IOR NBD		2YR IOR 7x24x4hr	2005	B16	
12X7242	SD327	SAP 3YR IOR NBD		1YR IOR 5x9x4hr	1814	70H	
12X7243	SD328	SAP 3YR IOR NBD		1YR IOR 7x24x4hr	1814	70H	
12X7245	SD330	SAP 3YR IOR NBD		2YR IOR 5x9x4hr	1814	70H	

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12X7246	SD331	SAP 3YR IOR NBD	2YR IOR 7x24x4hr	1814 70H
12X7248	SD333	SAP 3YR IOR NBD	1YR IOR 5x9x4hr	1814 72H
12X7249	SD334	SAP 3YR IOR NBD	1YR IOR 7x24x4hr	1814 72H
12X7251	SD336	SAP 3YR IOR NBD	2YR IOR 5x9x4hr	1814 72H
12X7252	SD337	SAP 3YR IOR NBD	2YR IOR 7x24x4hr	1814 72H
43X3555	SD341	SAP 3YR IOR NBD	1YR IOR 5x9x4hr	1814 7VH
43X3556	SD342	SAP 3YR IOR NBD	1YR IOR 7x24x4hr	1814 7VH
43X3558	SD344	SAP 3YR IOR NBD	2YR IOR 5x9x4hr	1814 7VH
43X3559	SD345	SAP 3YR IOR NBD	2YR IOR 7x24x4hr	1814 7VH
44J8569	SD394	SOF 3YR IOR NBD	1YR IOR 5x9 NBD	1724 100
44J8570	SD395	SOF 3YR IOR NBD	1YR IOR 5x9x4hr	1724 100
44J8571	SD396	SOF 3YR IOR NBD	1YR IOR 7x24x4hr	1724 100
44J8572	SD397	SOF 3YR IOR NBD	2YR IOR 5x9 NBD	1724 100
44J8573	SD398	SOF 3YR IOR NBD	2YR IOR 5x9x4hr	1724 100
44J8574	SD399	SOF 3YR IOR NBD	2YR IOR 7x24x4hr	1724 100
44J8575	SD400	SOF 3YR IOR NBD	1YR IOR 5x9 NBD	1742 1RU
44J8576	SD401	SOF 3YR IOR NBD	1YR IOR 5x9x4hr	1742 1RU
44J8577	SD402	SOF 3YR IOR NBD	1YR IOR 7x24x4hr	1742 1RU
44J8588	SD413	SOF 3YR IOR NBD	1YR IOR 5x9x4hr	1814 20A 72A 72S 72T 94H 98H
44J8589	SD414	SOF 3YR IOR NBD	1YR IOR 7x24x4hr	1814 20A 72A 72S 72T 94H 98H
44J8591	SD416	SOF 3YR IOR NBD	2YR IOR 5x9x4hr	1814 20A 72A 72S 72T 94H 98H
44J8592	SD417	SOF 3YR IOR NBD	2YR IOR 7x24x4hr	1814 20A 72A 72S 72T 94H 98H
44J8594	SD419	SOF 3YR IOR NBD	1YR IOR 5x9x4hr	1814 70A 70S 70T
44J8595	SD420	SOF 3YR IOR NBD	1YR IOR 7x24x4hr	1814 70A 70S 70T
44J8597	SD422	SOF 3YR IOR NBD	2YR IOR 5x9x4hr	1814 70A 70S 70T
44J8598	SD423	SOF 3YR IOR NBD	2YR IOR 7x24x4hr	1814 70A 70S 70T
44J8599	SD424	SOF 1YR COE NBD	1YR IOR 5x9 NBD	2026 E12
44J8600	SD425	SOF 1YR COE NBD	1YR IOR 5x9x4hr	2026 E12
44J8601	SD426	SOF 1YR COE NBD	1YR IOR 7x24x4hr	2026 E12
44J8605	SD430	SOF 3YR IOR NBD	1YR IOR 5x9 NBD	2026 224 416
44J8606	SD431	SOF 3YR IOR NBD	1YR IOR 5x9x4hr	2026 224 416
44J8607	SD432	SOF 3YR IOR NBD	1YR IOR 7x24x4hr	2026 224 416
44J8608	SD433	SOF 3YR IOR NBD	2YR IOR 5x9 NBD	2026 224 416
44J8609	SD434	SOF 3YR IOR NBD	2YR IOR 5x9x4hr	2026 224 416
44J8610	SD435	SOF 3YR IOR NBD	2YR IOR 7x24x4hr	2026 224 416
44J8611	SD436	SOF 3YR IOR NBD	1YR IOR 5x9 NBD	3542 1RU
44J8612	SD437	SOF 3YR IOR NBD	1YR IOR 5x9x4hr	3542 1RU
44J8613	SD438	SOF 3YR IOR NBD	1YR IOR 7x24x4hr	3542 1RU
44J8614	SD439	SOF 3YR IOR NBD	2YR IOR 5x9 NBD	3542 1RU
44J8615	SD440	SOF 3YR IOR NBD	2YR IOR 5x9x4hr	3542 1RU
44J8616	SD441	SOF 3YR IOR NBD	2YR IOR 7x24x4hr	3542 1RU
44J8617	SD442	SOF 3YR IOR NBD	1YR IOR 5x9 NBD	3580 L33 H23 L23
44J8618	SD443	SOF 3YR IOR NBD	1YR IOR 5x9x4hr	3580 L33 H23 L23
44J8619	SD444	SOF 3YR IOR NBD	1YR IOR 7x24x4hr	3580 L33 H23 L23
44J8620	SD445	SOF 3YR IOR NBD	2YR IOR 5x9 NBD	3580 L33 H23 L23
44J8621	SD446	SOF 3YR IOR NBD	2YR IOR 5x9x4hr	3580 L33 H23 L23
44J8622	SD447	SOF 3YR IOR NBD	2YR IOR 7x24x4hr	3580 L33 H23 L23
44J8623	SD448	SOF 3YR IOR NBD	1YR IOR 5x9 NBD	3581 F28 F38 H23 L23 L28 L38 3582 L23
44J8624	SD449	SOF 3YR IOR NBD	1YR IOR 5x9x4hr	3581 F28 F38 H23 L23 L28 L38 3582 L23
44J8625	SD450	SOF 3YR IOR NBD	1YR IOR 7x24x4hr	3581 F28 F38 H23 L23 L28 L38 3582 L23
44J8626	SD451	SOF 3YR IOR NBD	2YR IOR 5x9 NBD	3581 F28 F38 H23 L23 L28 L38 3582 L23
44J8627	SD452	SOF 3YR IOR NBD	2YR IOR 5x9x4hr	3581 F28 F38 H23 L23 L28 L38 3582 L23
44J8628	SD453	SOF 3YR IOR NBD	2YR IOR 7x24x4hr	3581 F28 F38 H23 L23 L28 L38 3582 L23
46D4238	SD528	SAP 3YR IOR NBD	1YR IOR 5x9x4hr	1727 All models
46D4239	SD529	SAP 3YR IOR NBD	1YR IOR 7x24x4hr	1727 All models
46D4240	SD530	SAP 3YR IOR NBD	2YR IOR 5x9x4hr	1727 All models
46D4241	SD531	SAP 3YR IOR NBD	2YR IOR 7x24x4hr	1727 All models
51J8786	SD693	SOF 3YR COE NBD	1YR IOR 5x9x4hr	3573 L34 L4U S34 S44 4UL
51J8787	SD694	SOF 3YR COE NBD	1YR IOR 7x24x4hr	3573 L34 L4U S34 S44 4UL
51J8788	SD695	SOF 3YR COE NBD	2YR IOR 5x9x4hr	3573 L34 L4U S34 S44 4UL
51J8789	SD696	SOF 3YR COE NBD	2YR IOR 7x24x4hr	3573 L34 L4U S34 S44 4UL
51J8790	SD697	SAP 3YR COE NBD	1YR IOR 5x9x4hr	3573 E44 F3H F4H L3H L4H S4H
51J8791	SD698	SAP 3YR COE NBD	1YR IOR 7x24x4hr	3573 E44 F3H F4H L3H L4H S4H
51J8792	SD699	SAP 3YR COE NBD	2YR IOR 5x9x4hr	3573 E44 F3H F4H L3H L4H S4H
51J8793	SD700	SAP 3YR COE NBD	2YR IOR 7x24x4hr	3573 E44 F3H F4H L3H L4H S4H
51J8794	SD701	SOF 3YR COE NBD	1YR IOR 5x9x4hr	3573 L32 S32
51J8795	SD702	SOF 3YR COE NBD	1YR IOR 7x24x4hr	3573 L32 S32
51J8796	SD703	SOF 3YR COE NBD	2YR IOR 5x9x4hr	3573 L32 S32

51J8797	SD704 SOF 3YR COE NBD	2YR IOR 7x24x4hr	3573	L32 S32
51J8798	SD705 SAP 3YR COE NBD	1YR IOR 5x9x4hr	3573	E42 F3S F4S L2U L3S L4S S4S S42 2UL
51J8799	SD706 SAP 3YR COE NBD	1YR IOR 7x24x4hr	3573	E42 F3S F4S L2U L3S L4S S4S S42 2UL
51J8800	SD707 SAP 3YR COE NBD	2YR IOR 5x9x4hr	3573	E42 F3S F4S L2U L3S L4S S4S S42 2UL
51J8801	SD708 SAP 3YR COE NBD	2YR IOR 7x24x4hr	3573	E42 F3S F4S L2U L3S L4S S4S S42 2UL
54Y4630	SD709 SAP 1YR IOR 7x24x4	1YR IOR 5x9x4hr	1818	51A
54Y4631	SD710 SAP 1YR IOR 7x24x4	1YR IOR 7x24x4hr	1818	51A
54Y4632	SD711 SAP 1YR IOR 7x24x4	2YR IOR 5x9x4hr	1818	51A
54Y4633	SD712 SAP 1YR IOR 7x24x4	2YR IOR 7x24x4hr	1818	51A
54Y4634	SD713 SAP 1YR IOR 7x24x4	1YR IOR 5x9x4hr	1818	53A
54Y4635	SD714 SAP 1YR IOR 7x24x4	1YR IOR 7x24x4hr	1818	53A
54Y4636	SD715 SAP 1YR IOR 7x24x4	2YR IOR 5x9x4hr	1818	53A
54Y4637	SD716 SAP 1YR IOR 7x24x4	2YR IOR 7x24x4hr	1818	53A
54Y4638	SD717 SOF 1YR IOR 7x24x4	1YR IOR 5x9x4hr	1812	81A 81S 81T
			1814	52A 92H
			1818	D1A
54Y4639	SD718 SOF 1YR IOR 7x24x4	1YR IOR 7x24x4hr	1812	81A 81S 81T
			1814	52A 92H
			1818	D1A
54Y4640	SD719 SOF 1YR IOR 7x24x4	2YR IOR 5x9x4hr	1812	81A 81S 81T
			1814	52A 92H
			1818	D1A
54Y4641	SD720 SOF 1YR IOR 7x24x4	2YR IOR 7x24x4hr	1812	81A 81S 81T
			1814	52A 92H
			1818	D1A
56Y5996	SD819 SAP 1YR IOL NBD	2YR IOL 5x9xNBD	3572	S3E S4E S3H S4H S3R S4R
68Y5393	SD830 SAP 3YR IOL NBD	1YR IOR 5x9x4hr	1726	All models
	1YR IOL NBD		4002	AC5 AX2 C5A
			4273	48E E48
68Y5394	SD831 SAP 3YR IOL NBD	1YR IOR 7x24x4hr	1726	All models
	1YR IOL NBD		4002	AC5 AX2 C5A
			4273	48E E48
68Y5395	SD832 SAP 3YR IOL NBD	2YR IOR 5x9x4hr	1726	All models
	1YR IOL NBD		4002	AC5 AX2 C5A
			4273	48E E48
68Y5396	SD833 SAP 3YR IOL NBD	2YR IOR 7x24x4hr	1726	All models
	1YR IOL NBD		4002	AC5 AX2 C5A
			4273	48E E48
71Y2371	SD837 SAP 3YR IOL NBD	1YR IOR 9x5x4hr	1812	8VH 81H
71Y2372	SD838 SAP 3YR IOL NBD	1YR IOR 7x24x4hr	1812	8VH 81H
71Y2373	SD839 SAP 3YR IOL NBD	2YR IOR 9x5x4hr	1812	8VH 81H
71Y2374	SD840 SAP 3YR IOL NBD	2YR IOR 7x24x4hr	1812	8VH 81H
71Y2476	SD859 SAP 1YR IOL NBD	1YR IOR 9x5x4hr	4002	AG4 G4A
	1YR IOL NBD		4002	AC2 AC4 C4A
71Y2477	SD860 SAP 1YR IOL NBD	1YR IOR 7x24x4hr	4002	AG4 G4A
	1YR IOL NBD		4002	AC2 AC4 C4A
71Y2478	SD861 SAP 1YR IOL NBD	2YR IOR 9x5x4hr	4002	AG4 G4A
	1YR IOL NBD		4002	AC2 AC4 C4A
71Y2479	SD862 SAP 1YR IOL NBD	2YR IOR 7x24x4hr	4002	AG4 G4A
	1YR IOL NBD		4002	AC2 AC4 C4A
71Y2480	SD863 SAP 1YR IOL NBD	1YR IOR 9x5x4hr	4002	AG5 G5A
	1YR IOL NBD		4002	BC2 BC4 C4B
71Y2481	SD864 SAP 1YR IOL NBD	1YR IOR 7x24x4hr	4002	AG5 G5A
	1YR IOL NBD		4002	BC2 BC4 C4B
71Y2482	SD865 SAP 1YR IOL NBD	2YR IOR 9x5x4hr	4002	AG5 G5A
	1YR IOL NBD		4002	BC2 BC4 C4B
71Y2483	SD866 SAP 1YR IOL NBD	2YR IOR 7x24x4hr	4002	AG5 G5A
	1YR IOL NBD		4002	BC2 BC4 C4B
71Y2793	SD868 SAP 1YR IOL NBD	1YR IOR 9x5x4hr	3758	B32 32B
			4002	BC5 C5B
71Y2794	SD869 SAP 1YR IOL NBD	1YR IOR 7x24x4hr	3758	B32 32B
			4002	BC5 C5B
71Y2796	SD870 SAP 1YR IOL NBD	2YR IOR 9x5x4hr	3758	B32 32B
			4002	BC5 C5B
71Y2795	SD871 SAP 1YR IOL NBD	2YR IOR 7x24x4hr	3758	B32 32B
			4002	BC5 C5B

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Warranty service upgrade (WSU)

Warranty service upgrades enhance the level of service from the base warranty service associated with the machine type and model. A warranty service upgrade can include single elements or combinations of:

- Extended hours of coverage
- Upgraded service delivery method (SDM)
- Higher level of response time objective

Service delivery method

IBM On-site Repair (IOR): Repair is performed at the customer site. If the machine cannot be fixed with the help of IBM remote support, the repair activity is performed by an IBM representative at the customer's site.

The term *screening* refers an initial remote problem determination (PD) or problem source identification (PSI) activity on a customer's service request that is performed by technical support personnel. Typically, this is the first technical activity performed after the service request has been entered into the call management system and the customer has been entitled. Call screening results in the creation of the initial action plan to resolve the service request.

On-site service repair limited (IOL): Repair performed at customer site, excluding CRUs

Service is same as IOR, but the customer is responsible for replacement of Tier 1 CRUs.

ServicePac response time

The target response time for the completion of PD is an average of two hours from the customer's service request being registered in the IBM call management system. The four-hour on-site response time of some ServicePacs is defined as the period of time between the end of screening and the service representative arriving at the customer's machine location for repair. The sum of the two elements, two hours PD plus four hours IOR after PD, is the on-site response time target, which is consistent with the service description for same-business-day (SBD) coverage. The average target on-site response time is six hours, which is equal to a two-hour average target for PD and four-hour average target for IOR after PD. It should be noted that average targets are set for guidance and that actual times will vary by complexity of service request.

Hours of coverage

- 9 x 5 coverage - 9 hours per day, Monday through Friday, excluding public and national holidays
- 24 x 7 coverage - 24 hours per day, Monday through Sunday, 365 days a year

Limitations with respect to replacements or to parts for services upgrades: Products classified as consumable supplies, such as peripheral devices and accessories like external displays, are not covered by this service.

Repair parts and replacement machines, which may be furnished on an exchange basis, may not be new, but will be in good working order. All replaced parts and machines become the property of IBM. Some parts of IBM machines are designated as customer replaceable units (CRUs), enabling you to replace these parts. CRU information and replacement instructions are shipped with your IBM machines and are available from IBM at any time on your request. You may be offered to install a CRU yourself or you may request IBM to install it as part of this service. You must return all defective CRUs to IBM in accordance with the return instructions issued with the replacement CRU. Certain machines require machine code or licensed internal code (LIC), such as microcode or system code, to correctly function. For

such machines, you are responsible for downloading designated machine code and LIC updates from an IBM Web site or from other electronic media, and following the instructions that IBM provides.

For a full definition of IBM maintenance services, visit

http://www.ibm.com/services/europe/maintenance/operational-guides.html

Prices

For pricing information, contact your IBM representative or your IBM Business Partner.

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[2] Except overseas territories

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